

**ORIGINAL**

**COMMISSIONERS**  
**BOB STUMP** – Chairman  
**GARY PIERCE**  
**BRENDA BURNS**  
**BOB BURNS**  
**SUSAN BITTER SMITH**



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**ARIZONA CORPORATION COMMISSION**

June 11, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water and Global Water-Palo Verde Utilities Company -  
Customer Comments

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311,  
W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached 4 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

**DOCKETED**

**JUN 12 2013**

DOCKETED BY	<i>LM</i>
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RECEIVED  
2013 JUN 12 A 8:29  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No. 2013 - 111064**

**Date:** 6/10/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Frieda

Gelber

**Account Name:** Frieda Gelber

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Maricopa

**CBR:**

**State:** AZ      **Zip:** 85138-2539

**is:**

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315  
OPPOSE

From: frieda.gelber [mailto:  
Sent: Wednesday, June 05, 2013 10:32 PM  
To: Utilities Div - Mailbox  
Subject: Global Water price hike

Reference docket number W-01212A-12-0309

1) A rate hike of 27.8% for water and sewage charges cannot be justified. This can even be calculated higher as our HOA dues will increase to cover the water expenses at the HOA offices as well as the greenbelts and parks.

2) Nowhere is there a cost of living increase of this 27.8% to balance this increase in charges. Retirees on limited incomes will not be able to cover this cost. Are we supposed to let our front landscaping dry out and not flush the toilets all day and night? Low income persons may be forced to steal to make ends meet.

3) The burden falls on the individuals and their supervisors who planned on water rates and failed the customers by not anticipating the need for higher prices. The customers should not be punished for the experts failures.

4) We are told that the water table is right below us here in the City of Maricopa, Arizona. We are told that the high costs is for transporting the water. If the water is local, where is the high cost of transportation justified?

5) If there is any further increase in the water and sewage costs, then coordination should be necessary with the city and the homeowners associations to offset this increase by changing the requirements for the front yards to have non-edible landscaping upon which we must use water. Front yards should now become food forests so

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

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that we can shop on our front yard gardens so that we can pay for the newly assessed exorbitant water rates and at least harvest some edibles instead of watering non edible plants and trees. We will need to spend less at the grocers as our income will now go to higher and higher water costs.

6) The persons and their supervisors who set the prices of water and sewage for the City of Maricopa should be held liable for their bad decisions of rates and their liability insurance should cover their bad judgment. Global Water is a professional company and should hire professional people to make decisions for the company. Nowhere should a 27.8% increase in water and sewage be assessed upon the innocent citizens of the City of Maricopa.

7) THIS HAS BEEN A CASE OF MISMANAGEMENT AND THE GUILTY SHOULD SUFFER THE CONSEQUENCES.

Frieda Gelber, homeowner in the City of Maricopa

Maricopa, AZ 85138-2539

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

\*End of Comments\*

Date Completed: 6/10/2013

Opinion No. 2013 - 111064

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W-01212A-12-0309  
SW-20445A-12-0310  
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W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No. 2013 - 111067**

**Date:** 6/10/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      Ilean      Gray

**Account Name:**      Ilean Gray

**Home:** (000) 000-0000

**Street:**      n/a

**Work:**

**City:**      Maricopa

**CBR:**

**State:**      AZ      Zip: 23456

**is:** E-Mail

**Utility Company:**      Global Water-Palo Verde Utilities Company

**Division:**      Sewer

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315  
OPPOSE

From: Gray, Ilean [mailto:  
Sent: Thursday, June 06, 2013 12:47 PM  
To: Utilities Div - Mailbox  
Subject: Sick and tired of rate increases

To whom it may concern,

I'm sick and tired of utility rate increases. I am a resident in the City of Maricopa, and I can tell you many people are moving out just because of "utility cost". Also to Mr Fleming who quoted "if the company is making the revenue then there will be no increases". A company will never make revenue if customers keep leaving. All this company is doing is trying to MAKE UP Revenue not earned on the current residents back. I am considering moving if this practice continues.

Sincerely,

Ilean Gray | Administrative Assistant | AzFSM Metals FE/BE  
Bin Gong | Intel Corporation |  
\*End of Complaint\*

— Gary Gibides - Ed Z. - Phil Stapleton -

**Utilities' Response:**

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Noted and filed for the record in Docket Control.

\*End of Comments\*

**Date Completed:** 6/10/2013

**Opinion No.** 2013 - 111067

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2013 - 111069

**Date:** 6/10/2013

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

Karlton

Perreira

**Account Name:**

Karlton Perreira

**Home:** (000) 000-0000

**Street:**

n/a

**Work:**

**City:**

Maricopa

**CBR:**

**State:**

AZ

**Zip:** 23456

**is:** E-Mail

**Utility Company:**

Global Water-Palo Verde Utilities Company

**Division:**

Sewer

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315  
OPPOSE

From: KARLTON PERREIRA [mailto:

Sent: Thursday, June 06, 2013 1:14 PM

To: Utilities Div - Mailbox

Subject: Global Water request for increase

ACC,

I like so many residents here in Maricopa City are on a fixed income. An increase would hurt so many of us financially, I know it would effect me. We already pay more than Mesa and many other communities.

With the increase of sales on new homes and alike Global Water is receiving more income now than it has in the past 2-3 years. An increase would only hurt the potential growth of future businesses and homes.

Thank you for taking the time to read my concern

Karl Perreira

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control

\*End of Comments\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Date Completed:** 6/10/2013

**Opinion No.** 2013 - 111069

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W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:** (

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No. 2013 - 111070**

**Date:** 6/10/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Lara**

**Mendenhall**

**Account Name:**      Lara Mendenhall

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:**      Maricopa

**CBR:**

**State:**      AZ      **Zip:** 85138

**is:** E-Mail

**Utility Company:**      **Global Water-Palo Verde Utilities Company**

**Division:**      Sewer

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315  
OPPOSE

From: Lara Mendenhall [mailto:  
Sent: Thursday, June 06, 2013 2:21 PM  
To: Utilities Div - Mailbox  
Subject: W-01212A-12-0309

I am writing concerning the rate increase Global Water is proposing. We have lived in Maricopa for almost 3 years now and have paid between \$97-\$110 a month. There are 5 people in our household. We do not have a lawn that we water. If we did our bill would be between \$110-\$130. Our water always smells either like chlorine or like the sewer. It's not good tasting and it has a high calcium amount. I feel like we already pay too much. The wastewater basic charge is more than half of the entire bill-\$62.91. Why is it so expensive? Why can't we have Arizona Water Company servicing Maricopa?  
Lara Mendenhall

Maricopa AZ 85138  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control  
\*End of Comments\*



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Date Completed:** 6/10/2013

**Opinion No.** 2013 - 111070

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